**From:** Stephen Best
**To:** Flock Safety Support; Stephen Best
**Cc:** brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; Michael Balcorta
**Subject:** RE: Meta Data Download fail
**Date:** Friday, December 15, 2023 2:15:53 PM

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Flock Safety Support,
After having a meeting with Flock's Chris Howell, and sharing my computer screen, we confirmed there was a problem with the MultiGeo search.
We also figured out that when I conduct a "search" and get the 1080 objects, I need to use the slider on the side of the screen and scroll down all the way to the bottom of the list in order for all of the objects to load before I click on the "Download Metadata as CSV". However even doing this did not download all of the hits.

Of the 1080 hits, the spreadsheet had 360 entries
Of the 230 hits, the spreadsheet had 120 entries

The "Download images as a zip" was even worse.
With only 42 images of the 1080 hits and only 50 images of the 102 hits

I am unable to continue this investigation using Flock to search for the vehicle or using the incomplete data from flock to try and identify the vehicle.

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
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sbest@ci.santa-maria.ca.us
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**From:** Stephen Best <sbest@cityofsantamaria.org>
**Sent:** Friday, December 15, 2023 11:01 AM
**To:** Flock Safety Support <support@flocksafety.com>; Stephen Best <sbest@cityofsantamaria.org>
**Cc:** brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Subject:** RE: Meta Data Download fail

I take back what I said. Neither of the metadata downloads worked correctly.
One had 1080 objects the other had 230 objects. The meta downloads that said they completed each only had 41 entries.
So neither is of any use to me.

I'm still trying

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Friday, December 15, 2023 8:59 AM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Subject:** RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I left you a voicemail Corporal Best, I am about to head into a meeting but will be free in about 30 min. Can you give me a call at 866-901-1781?

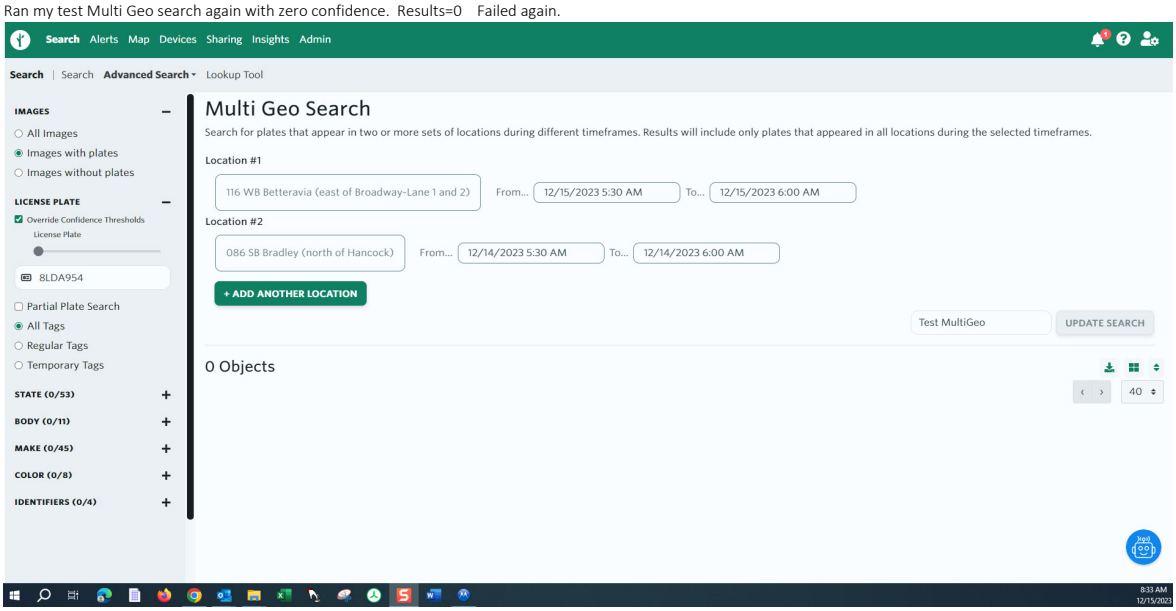
Stay safe,
Chris

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 12/15/2023, 11:35 AM
**To:** support@flocksafety.com; sbest@cityofsantamaria.org

**Cc:** libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
**Subject:** RE: Meta Data Download fail

I cleared cache, cookies, history, etc.
I ran the Search for the 1st location again. I WAS able to download the meta data this time, but the Image Zip Failed to download.

I cleared cache, cookies, history again,
Ran my test Multi Geo search again with zero confidence. Results=0 Failed again.

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**From:** Stephen Best <sbest@cityofsantamaria.org>
**Sent:** Friday, December 15, 2023 8:03 AM
**To:** Flock Safety Support <support@flocksafety.com>; Stephen Best <sbest@cityofsantamaria.org>
**Cc:** brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Subject:** RE: Meta Data Download fail

I am using Chrome.
My search of the 2nd location worked fine and I was able to get that metadata.

I'll clear the cache and try the Multi Geo search and the 1st location search again.

The multi-geo has been hit and miss for years. Its been a long time since I've used it.

Can you confirm if a multi-geo can be done using descriptors only or do you need a plate/partial plate?

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Friday, December 15, 2023 7:57 AM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Subject:** RE: Meta Data Download fail

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there Corporal Best,

Thank you for letting us know about the Multi-Geo search feature and the experience you are having. I tried to look for a previous case regarding this issue but was not able to find it. Can you verify if you have reached out to us before about this?

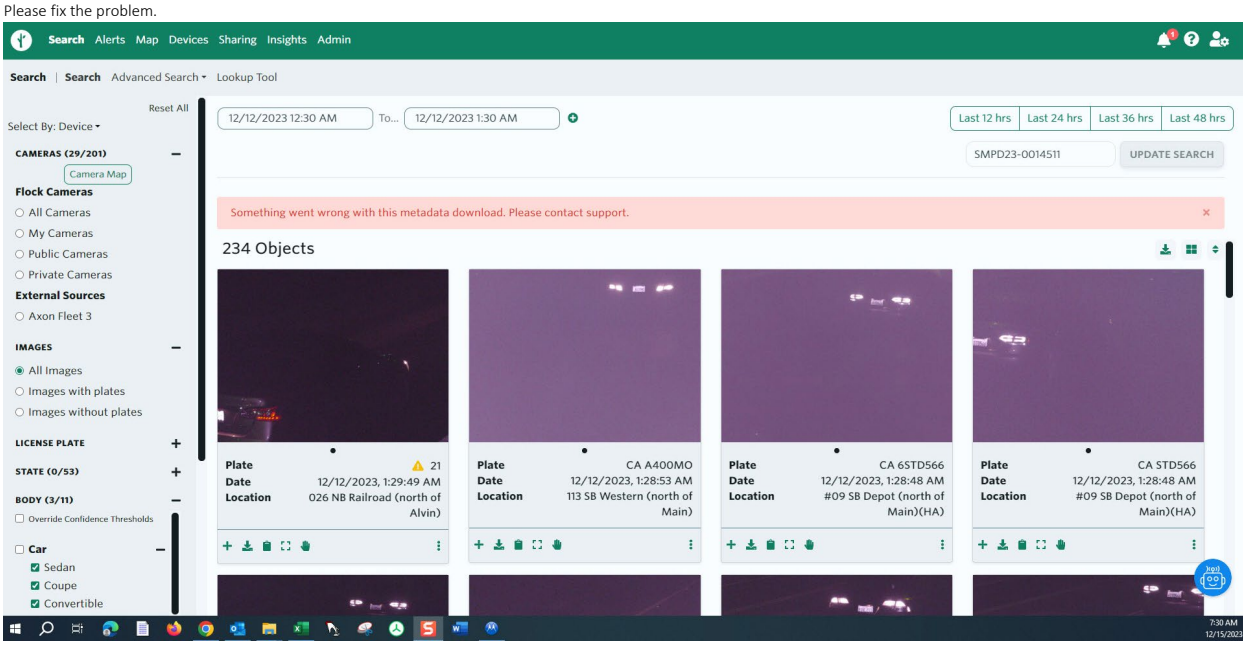
With that said, if you have reached out before about this, and this is a repeat I apologize. Can you ensure that you are using Chrome as your browser? If you are can you clear your cache and cookies for all time for me and attempt to search again using multi-geo search? I would also ask that you try the CSV download once again after the cache and cookies have been cleared.

Let me know if there is still an issue after that has been completed.

Stay safe,
Chris

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 12/15/2023, 10:35 AM
**To:** libby.landers@flocksafety.com; support@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
**Cc:** dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; elara@cityofsantamaria.org
**Subject:** Meta Data Download fail

Flock Safety support,
Since the Multi-Geo was not working properly(see below) I decided to search each location separately, download the metadata and use Excel to find the common license plates. However when I try to download the Metadata, I get an error message.
Please fix the problem.

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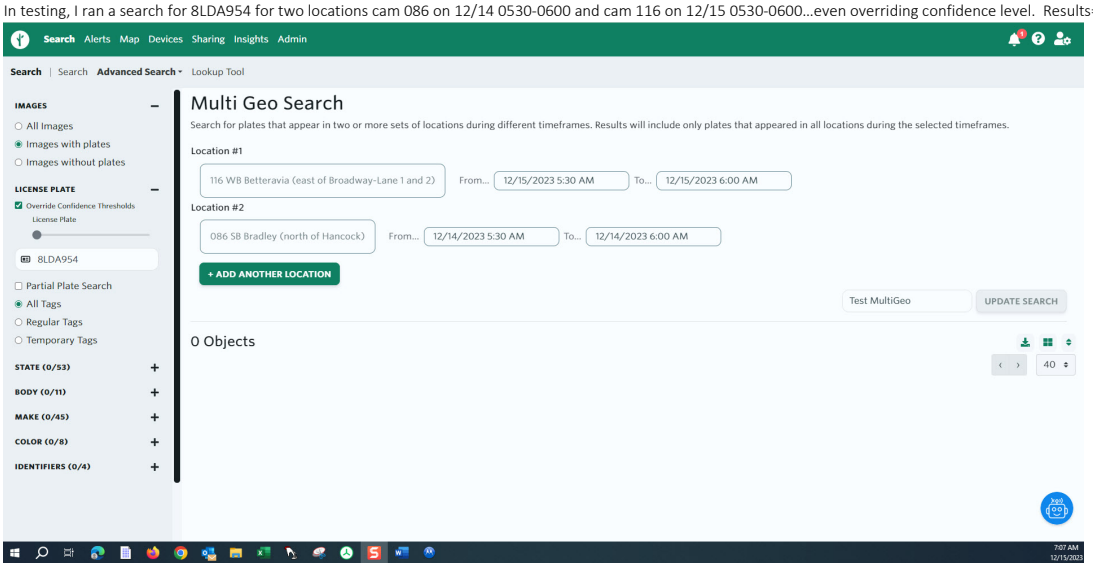
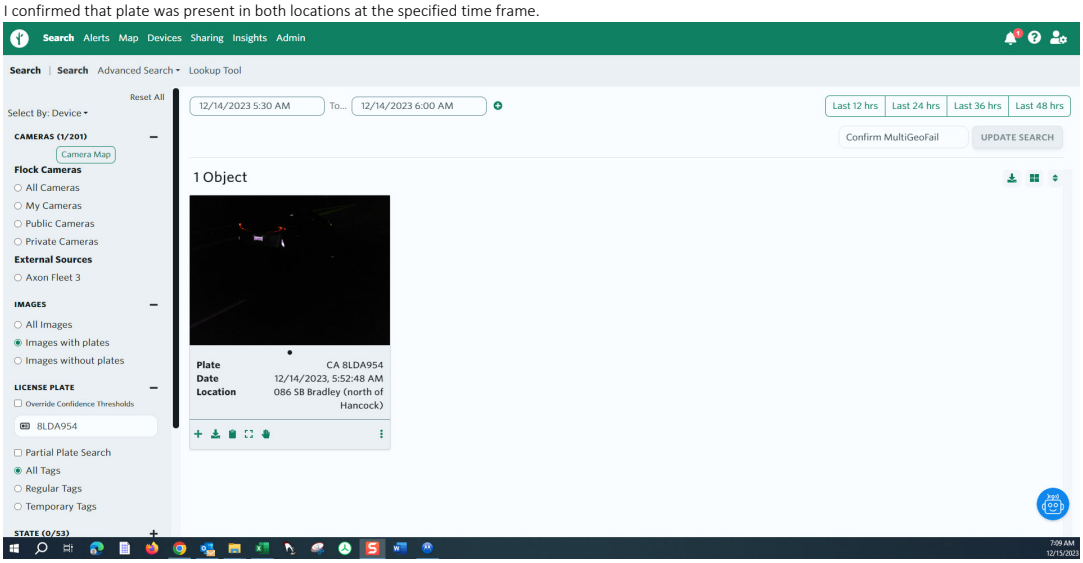
**From:** Stephen Best <sbest@cityofsantamaria.org>

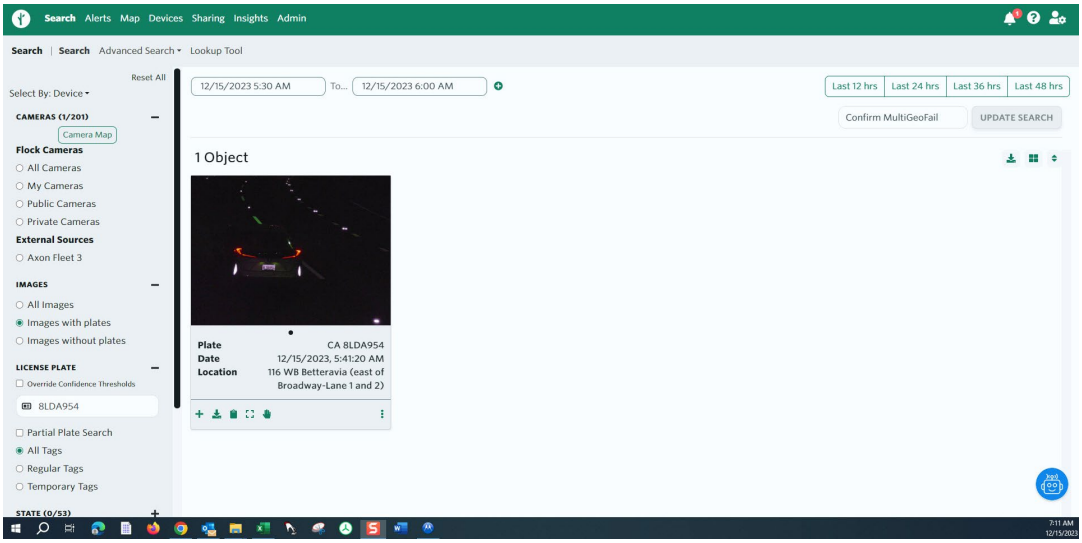
**Sent:** Friday, December 15, 2023 7:23 AM
**To:** Flock Safety <support@flocksafety.com>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; brendon.norton@flocksafety.com; Libby Landers <libby.landers@flocksafety.com>
**Cc:** Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>
**Subject:** Multi-Geo search still not working

Flock safety support,
Multi-Geo search still is not working.
In testing, I ran a search for 8LDA954 for two locations cam 086 on 12/14 0530-0600 and cam 116 on 12/15 0530-0600…even overriding confidence level. Results=0




I confirmed that plate was present in both locations at the specified time frame.






Also….I see multi-Geo has descriptors. Can a search be run with no plate (or partial) by descriptors only?

Thank you

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thread::0qA-hwHBJzayVKjk2LvYPQ4::

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